#### I.A. Overview

| 1. Date of Submission:  | 8/14/2006                                   |
|---|---|
| 2. Agency:  | Department of State                         |
| 3. Bureau:  | Bureau of Consular Affairs                  |
| 4. Name of this Capital Asset:  | Consular Support & Visa Applications (CSVA) |
| 5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)   | 014-00-01-03-01-1155-00                     |
| 6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 should not select O&M. These investments should indicate their current status.) | Operations and Maintenance                  |
| 7. What was the first budget year this investment was submitted to OMB?   | FY2001 or earlier                           |

# 8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The Consular Support and Visa Applications (CSVA) project provides technical and end-user support for the full range of consular business processes along with automated systems to support consular management and the visa function in support of Homeland Security. This support is provided through operations and maintenance of existing consular automated systems, modification of existing consular automated systems to support Homeland Security initiatives, the purchase of hardware and systems software to support consular operations, the installation of hardware, systems software, and consular application software at approximately 231 overseas posts and domestic facilities, and the training of consular personnel in the use of the systems/applications. This effort is expended to enhance the efficiency and effectiveness of consular personnel involved in the processing and adjudication of visa applications and to provide visa data to other agencies involved in border security. This project has been underway since 1996 and will continue indefinitely. The FY08 submission addresses activities and budget estimates for the period 10/01/2007 through 09/30/2010. The project was initiated to replace the aging automated systems that supported consular business processes, to provide a consistent application and systems platform at all consular facilities, to improve system and process efficiency, and to enhance security. The project is reviewed annually by DoS/CA management to evaluate its performance, need, and applicability.

| 9. Did the Agency's Executive/Investment Committee approve this request?  | Yes      |
|---|----------|
| a. If "yes," what was the date of this approval?  | 8/4/2006 |
| 10. Did the Project Manager review this Exhibit?  | Yes      |
| 12. Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project. | No       |
| a. Will this investment include electronic assets (including computers)?  | Yes      |
| b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)               | No       |
| 1. If "yes," is an ESPC or UESC being used to help fund this  |          |

| investment?  |  |
|--|--|
| 2. If "yes," will this investment meet sustainable design principles?  |  |
| 3. If "yes," is it designed to be 30% more energy efficient than relevant code?  |  |
| 13. Does this investment support one of the PMA initiatives?   | Yes  |
| If "yes," check all that apply:  | Expanded E-Government  |
| 13a. Briefly describe how this asset directly supports the identified initiative(s)?   | CSVA supports e-Government initiative by providing the following web based solution: PKI enabled system for DHS/BCIS to request immigrant visa allocations; case status system for "J" visa waiver requests; on-line visa application forms; on-line application capability for the Diversity Visa program; information portal for the general public regarding visa and passport matters; and centrally hosted on-line appointment scheduling capability for non-immigrant visa applicants. |
| 14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) | Yes  |
| a. If "yes," does this investment address a weakness found during the PART review?   | No   |
| b. If "yes," what is the name of the PART program assessed by OMB's Program Assessment Rating Tool?  | Border Security Program - Visa and Consular Services   |
| c. If "yes," what PART rating did it receive?  | Effective  |
| 15. Is this investment for information technology?   | Yes  |
| If the answer to Question: "Is this investment for information technol not answer this sub-section.  | ogy?" was "Yes," complete this sub-section. If the answer is "No," do  |
| For information technology investments only:   |  |
| 16. What is the level of the IT Project? (per CIO Council PM Guidance)   | Level 2  |
| 17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance):   | (1) Project manager has been validated as qualified for this investment  |
| 18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)?   | No   |
| 19. Is this a financial management system?   | No   |
| a. If "yes," does this investment address a FFMIA compliance area?   | No   |
| 1. If "yes," which compliance area:  |  |
| 2. If "no," what does it address?  |  |
| b. If "yes," please identify the system name(s) and system acronym required by Circular A-11 section 52  | (s) as reported in the most recent financial systems inventory update  |
| 20. What is the percentage breakout for the total FY2008 funding requ  | uest for the following? (This should total 100%)   |
| Hardware   | 12   |
|  |  |

| Software  | 1   |
|---|-----|
| Services  | 87  |
| Other   | 0   |
| 21. If this project produces information dissemination products for<br>the public, are these products published to the Internet in<br>conformance with OMB Memorandum 05-04 and included in your<br>agency inventory, schedules and priorities? | Yes |
| 23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?   | Yes |

#### I.D. Performance Information

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

|                | Performance Information Table 1: |                              |   |                                     |                                     |  |  |  |  |  |
|----------------|----------------------------------|------------------------------|---|-------------------------------------|-------------------------------------|--|--|--|--|--|
| Fiscal<br>Year | Strategic Goal(s) Supported      | Performance Measure          | Actual/baseline (from<br>Previous Year) | Planned Performance Metric (Target) | Performance Metric Results (Actual) |  |  |  |  |  |
| 2006           | new Project -see PRM table       | new Project -see PRM table   | new Project -see PRM table              | new Project -see PRM table          | new Project -see PRM table          |  |  |  |  |  |
| 2007           | For 2007 items see PRM Table     | For 2007 items see PRM Table | For 2007 items see PRM Table            | For 2007 items see PRM Table        | For 2007 items see PRM Table        |  |  |  |  |  |

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

|                | Performance Information Table 2: |                         |                         |                       |          |   |                |  |  |  |
|----------------|----------------------------------|-------------------------|-------------------------|-----------------------|----------|---|----------------|--|--|--|
| Fiscal<br>Year | Measurement<br>Area              | Measurement<br>Category | Measurement<br>Grouping | Measurement Indicator | Baseline | Planned<br>Improvement to<br>the Baseline | Actual Results |  |  |  |

| 2001 | Technology                         | Information and<br>Data         | Internal Data<br>Sharing                   | Number of queries per day against the Consular Consolidated Database.  | 500 queries per day  | 2,000 queries per day   | 2,500 queries per day. Access to cases in the Consular Consolidated Database has allowed consular officers to make timely decisions based on the most current data.  |
|------|------------------------------------|---------------------------------|--|--|--|---|--|
| 2002 | Processes and<br>Activities        | Productivity and<br>Efficiency  | Efficiency                                 | Percentage of 221g refusal<br>rate for immigrant visa<br>applicants  | 29% INA section 221g<br>refusal rate   | 20% 221g refusal<br>rate  | 31% 221g refusal rate. The number of visa applicants subject to special clearance requirements increased significantly as a result of Border and Homeland Security initiatives after 9/11/2001, which negated benefit of expanded applicant pre-processing |
| 2002 | Technology                         | Information and<br>Data         | External Data<br>Sharing                   | Percentage of visa issuance data provided to border security agencies each day.  | 10% of all visa issuance data produced each day is provided to other border security agencies. | Increase to 100% visa issuance data provided per day.   | 100% visa issuance data provided per day. All visa issuance data provided to Interagency Border Information System (IBIS).   |
| 2003 | Customer<br>Results                | Service<br>Accessibility        | Availability                               | Percentage of fee based consular transactions paid using credit card.  | Credit cards constitute<br>0% of payment<br>transactions                                       | 10% of Consular fee<br>transactions accepted<br>via credit card<br>Planned Performance<br>Improvement Goal. | 15.2% fee transactions conducted via credit card at credit card enabled posts.   |
| 2003 | Mission and<br>Business<br>Results | Homeland<br>Security            | Border and<br>Transportation<br>Security   | Percentage of non-<br>immigrant visas issued<br>using new more secure<br>Lincoln Visa.   | 5% of non-immigrant visas issued   | Increase to 100%<br>issuance of Lincoln<br>Visa   | 100% of visas issued using new Lincoln Visa.   |
| 2003 | Processes and<br>Activities        | Cycle Time and<br>Resource Time | Cycle Time                                 | Percentage of non-<br>immigrant visa applications<br>imaged.   | 0% non-immigrant visa<br>applications imaged   | 50% non-immigrant<br>visa applications<br>imaged  | 1%. Soon after initiation of this effort, the Visa Office revised its document scanning policy to limit scanning only to Category 1 Refusals (serious refusals) and Security Advisory Opinion cases.   |
| 2004 | Customer<br>Results                | Service<br>Coverage             | New Customers<br>and Market<br>Penetration | Number of languages supported on electronic visa application forms web site.   | English and Spanish languages supported at start of FY04.                                      | Add support for two additional languages: Polish and Korean.  | Polish and Korean implemented in<br>April 2004. Site visits increased 105%<br>in May 2004, in part due to the<br>additional of the two new languages.  |
| 2004 | Mission and<br>Business<br>Results | Homeland<br>Security            | Border and<br>Transportation<br>Security   | Percentage of immigrant<br>visa issuing sites producing<br>Machine Readable<br>Immigrant Visas   | 0% of immigrant visa<br>issuing sites producing<br>Machine Readable<br>Immigrant Visa          | Increase to 80% of immigrant visa issuing sites   | 96% of immigrant visa sites issuing machine readable immigrant visas as of 09/30/2004. Project exceeded planned target by combining this effort with biometrics collection expansion project on same trip to posts.  |
|      | Mission and<br>Business<br>Results | Homeland<br>Security            | Border and<br>Transportation<br>Security   | Percentage of non-BCC visa issuing sites collecting expanded biometrics as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303. | issuing sites collecting<br>expanded biometric<br>identifiers                                  | Increase to 80% of visa issuing sites   | 97.5% of non-BCC posts collecting expanded biometric identifiers as of 09/30/2004. Project has exceeded target by accelerating deployment of NIV version 04.02.02 at no increase in cost.  |
| 2004 | Mission and                        | Information and                 | IT Infrastructure                          | Percentage of consular sites   | 28% of consular sites  | Maintain at least 28%   | 97.5% of sites visited for technology  |

|      | Business<br>Results                | Technology<br>Management        | Maintenance                                | receiving technology upgrades.   | have technology<br>upgrades<br>(hardware/system<br>software) each year.                               | technology refresh<br>rate  | upgrades as of 09/30/2004. Project exceeded planned 28% target due to requirement to upgrade all posts with biometric collection devices to comply with Enhanced Border Security and Visa Reform Act of 2002.  |
|------|------------------------------------|---------------------------------|--|--|---|---|--|
| 2004 | Mission and<br>Business<br>Results | Workforce<br>Management         | Training and<br>Employment                 | Percentage of consular sites visited for refresh training.   | 66% of consular sites visited each year for refresh training on consular automated systems            | Maintain at least 66%<br>training refresh rate<br>for consular site<br>training                         | 97.5% of sites visited for refresh training as of 09/30/2004. Project exceeded planned 66% target due to requirement to train all posts on use of biometric collection devices to comply with Enhanced Border Security and Visa Reform Act of 2002.  |
| 2004 |                                    | Productivity and<br>Efficiency  | Efficiency                                 | Percentage of DV lottery applications submitted electronically.  | 0% of all DV lottery visa applications submitted electronically                                       | 100% of DV lottery<br>visa application forms<br>submitted<br>electronically                             | 100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2005 lottery, which closed on 12/31/2003. Future year lotteries will use e-DV as the sole means of accepting visa lottery applications.                 |
| 2004 | Processes and<br>Activities        | Productivity and<br>Efficiency  | Efficiency                                 | Percentage of Security<br>Advisory Opinion requests<br>transmitted using modern<br>data exchange technologies. | 5% Security Advisory<br>Opinion requests<br>transmitted using modern<br>data exchange<br>technologies | 75% Security Advisory Opinion requests transmitted using modern data exchange technologies              | 87% of Security Advisory Opinion requests transmitted to the FBI on a monthly basis using modern data exchange technologies as of 09/30/2004. Project exceeded projected target of 75% due to overestimate of the number of classified SOA requests. |
| 2004 | Processes and<br>Activities        | Productivity and<br>Efficiency  | Productivity                               | Percentage of non-<br>immigrant visa application<br>forms submitted in<br>machine-readable format.             | 0% of all non-immigrant visa applications submitted in machine readable format                        | Increase to 5% of<br>non-immigrant visa<br>application forms<br>submitted in machine<br>readable format | 11.6% of non-immigrant visa applications submitted in machine-readable format for FY2004 as of 09/30/2004. Planned target has been exceeded due to greater than expected acceptance of Internet based forms processing by customers.                 |
| 2004 | Technology                         | Information and<br>Data         | External Data<br>Sharing                   | Percentage of visa issuance<br>data provided to border<br>security agencies each day.                          | 100% of daily visa issuance data provided to border security agencies.                                | Maintain at 100%.   | 100% visa issuance data provided per day to Interagency Border Information System (IBIS).  |
| 2004 | Technology                         | Reliability and<br>Availability | Availability                               | Percentage availability of<br>Consular Consolidated<br>Database  | 97% Availability  | Increase to 99%   | Availability at 99% as of 09/30/2004.<br>Acquisition of additional<br>hardware/software has improved load<br>balancing and fail-over capabilities.   |
| 2005 | Customer<br>Results                | Service<br>Coverage             | New Customers<br>and Market<br>Penetration | Number of languages supported on electronic visa application forms web site.                                   |   | additional languages:<br>French, German,  | Four languages added as of June 30, 20005. As of 09/30/2005, business owner initiated moratorium on adding new language support still in effect.   |
| 2005 | Mission and<br>Business<br>Results | Homeland<br>Security            | Border and<br>Transportation<br>Security   | Percentage of immigrant visa issuing sites producing Machine Readable Immigrant Visa.                          | 80% of immigrant visa issuing sites   | Increase to 100% of immigrant visa issuing sites  | 100% issuance of machine-readable immigrant visas achieved on 10/20/2004. All immigrant visas issued after 10/20/2004 will be  |

|      |                                    |   |  |   |  |  | machine-readable.   |
|------|------------------------------------|---|--|---|--|--|---|
| 2005 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security   | Percentage of non-BCC visa issuing sites collecting expanded biometric identifiers as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303. | 80% of visa issuing sites collecting expanded biometric identifiers                              | Increase to 100% of visa issuing sites   | 100% collection of expanded biometrics at visa issuing sites achieved on 10/20/2004. All visa applications processed after 10/20/2004 will include expanded biometrics.   |
| 2005 | Mission and<br>Business<br>Results | Information and<br>Technology<br>Management | IT Infrastructure<br>Maintenance           | Percentage of consular sites receiving technology upgrades.   | 28% of consular sites<br>have technology<br>upgrades<br>(hardware/system<br>software) each year. | Maintain at least 28%<br>technology refresh<br>rate  | 40% of consular sites visited for hardware/system software upgrades as of 09/30/2005. Project es technology upgrades are being combined with the refresh training on the same visit to post.  |
| 2005 | Mission and<br>Business<br>Results | Workforce<br>Management                     | Training and Employment                    | Percentage of consular sites visited for refresh training.  | 66% of consular sites visited each year for refresh training on consular automated systems       | Maintain at least 66%<br>training refresh rate<br>for consular site<br>training                          | 65.5% of consular sites visited for refresh training as of 09/30/2005.  |
| 2005 | Processes and<br>Activities        | Productivity and Efficiency                 | Efficiency                                 | Percentage of DV lottery applications submitted electronically.   | 100% e-DV Applications submitted electronically.   | Maintain 100% e-DV electronic submission rate.   | 100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2006 lottery, which closed on 01/05/2005.  |
| 2005 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Productivity                               | Percentage of non-<br>immigrant visa application<br>forms submitted in<br>machine-readable format.  | 15% of all non-immigrant visa applications submitted in machine readable format                  | Increase to 20% of<br>non-immigrant visa<br>application forms<br>submitted in machine<br>readable format | 30.92% of non-immigrant visa applications submitted in machine-readable format for FY2005 through 09/30/2005. Planned target has been exceeded due to greater than expected acceptance of Internet based forms processing by customers. |
| 2005 | Technology                         | Information and<br>Data                     | External Data<br>Sharing                   | data provided to border   | 100% visa issuance data shared with border security agencies.                                    | Maintain at 100%   | 100% of visa issuance data being shared with other agencies involved in border security as of 09/30/2005.   |
| 2005 | Technology                         | Reliability and<br>Availability             | Availability                               | Percentage availability of<br>Consular Consolidated<br>Database   | 99% Availability   | Increase to 99.9%  | Additional hardware to enhance CCD redundancy and fail-over capability delivered and installed in February 2005. As of 09/30/2005, insufficient metrics have been collected to determine if the availability goal has been achieved.    |
| 2006 | Customer<br>Results                | Service<br>Coverage                         | New Customers<br>and Market<br>Penetration | Number of languages supported on electronic visa application forms web site.  | Eight languages supported.   | Maintain support for eight languages.  | Support provided for eight languages on the EVAF site as of 06/30/2006. Moratorium still in effect on adding additional language support.   |
| 2006 | Customer<br>Results                | Service<br>Coverage                         | New Customers<br>and Market<br>Penetration | Percentage of non-<br>immigrant visa applicants<br>scheduling interview<br>appointment on-line.   | 0% non-immigrant visa applicants.  | Increase to 5% of<br>non-immigrant visa<br>applicants  | 0% of non-immigrant visa applicants scheduling appointment on-line as of 06/30/2006. C&A completed. Pilot test expected to begin in July 2006.  |
| 2006 | Mission and                        | Homeland                                    | Border and                                 | Percentage of non-BCC visa  | 100% collection of   | Maintain at 100%   | 100% of biometric identifiers collected   |

|      | Business<br>Results                | Security                                    | Transportation<br>Security               | issuing sites collecting<br>expanded biometric<br>identifiers as required by<br>The Enhanced Border<br>Security and Visa Entry<br>Reform Act of 2002, Sec.<br>303. | biometric identifiers.   |   | as of 06/30/2006.   |
|------|------------------------------------|---|--|--|--|---|---|
| 2006 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security | Number of visa issuing sites pilot testing the collection ten fingerprints for US VISIT check.   | O visa issuing sites pilot<br>testing collection ten<br>fingerprints                             | Increase to 3 visa<br>issuing site pilot<br>testing collection of<br>ten fingerprints | 1 visa issuing sites collecting ten fingerprints as of 06/30/2006. London pilot test scheduled to begin in July. Riyadh pilot scheduled to begin in September.  |
| 2006 | Mission and<br>Business<br>Results | Information and<br>Technology<br>Management | IT Infrastructure<br>Maintenance         | Percentage of consular sites receiving technology upgrades.  | 28% of consular sites<br>have technology<br>upgrades<br>(hardware/system<br>software) each year. | Maintain at least 28%<br>technology refresh<br>rate                                   | 33% of consular sites visited for technology upgrades as of 06/30/2006. Project exceeded target but at no significant increase in costs as workstation O/S upgrades being conducted on same trips as refresh training.                                  |
| 2006 | Mission and<br>Business<br>Results | Workforce<br>Management                     | Training and<br>Employment               | Percentage of consular sites visited for refresh training.   | 66% of consular sites visited each year for refresh training on consular automated systems       | Maintain at least 66%<br>training refresh rate<br>for consular site<br>training       | 55% of consular sites visited for refresh training as of 06/30/2006.  |
| 2006 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Efficiency                               | Percentage of DV lottery applications submitted electronically.  | 100% e-DV Applications submitted electronically.   | Maintain at 100%  | 100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2006 lottery, which closed on 12/04/2005. A total of 5,565,562 applicants successfully submitted their application on-line.                                |
| 2006 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Efficiency                               | Number of non-immigrant visa processing posts supported by central Internet based on-line appointment system.  | O posts supported  | Increase to 20 posts supported.   | O posts supported as of 06/30/2006.<br>C&A completed. Pilot test expected to<br>begin in July 2006.   |
| 2006 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Productivity                             | Percentage of non-<br>immigrant visa application<br>forms submitted in<br>machine-readable format.   | 30% of all non-immigrant visa applications submitted in machine readable format                  | non-immigrant visa application forms  | 48.56% of non-immigrant visa applications submitted in machine-readable format for FY2006 through 06/30/2006. Results have exceeded expectations due to a substantial increase in web site usage this year. Out-year expectations adjusted accordingly. |
| 2006 | Technology                         | Information and<br>Data                     | External Data<br>Sharing                 | Percentage of visa issuance data provided to border security agencies each day.  | 100% visa issuance data shared with border security agencies.                                    | Maintain at 100%  | 100% of visa issuance data being shared with other agencies involved in border security as of 06/30/2006.   |
| 2006 | Technology                         | Reliability and<br>Availability             | Availability                             | Percentage availability of<br>Consular Consolidated<br>Database  | 99.9% availability   | Maintain at 99.9%   | 99.9% availability achieved as of 06/30/2006.   |

| 2007 | Customer<br>Results                | Service<br>Coverage                         | New Customers<br>and Market<br>Penetration | Number of languages supported on electronic visa application forms web site.   | Eight languages supported.   | Maintain support for eight languages.   |  |
|------|------------------------------------|---|--|--|--|---|--|
| 2007 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security   | Percentage visa issuing sites collecting expanded biometric identifiers as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303. | 100% collection of biometric identifiers.  | Maintain at 100%  |  |
| 2007 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security   | Percentage of visa issuing sites collecting ten fingerprints for US VISIT check.   | 0% of immigrant visa issuing sites collecting ten fingerprints                             | Increase to 75% of visa issuing sites   |  |
| 2007 | Mission and<br>Business<br>Results | Information and<br>Technology<br>Management | IT Infrastructure<br>Maintenance           | Percentage of consular sites receiving technology upgrades.  | 28% of consular sites have technology upgrades (hardware/system software) each year.       | Maintain at least 28%<br>technology refresh<br>rate   |  |
| 2007 | Mission and<br>Business<br>Results | Workforce<br>Management                     | Training and Employment                    | Percentage of consular sites visited for refresh training.   | 66% of consular sites visited each year for refresh training on consular automated systems | Maintain at least 66%<br>training refresh rate<br>for consular site<br>training               |  |
| 2007 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Efficiency                                 | Percentage of DV lottery applications submitted electronically.  | 100% DV Applications submitted electronically.   | Maintain at 100%  |  |
| 2007 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Efficiency                                 | Percentage of visa and<br>American Citizen services<br>fraud case tracked using<br>integrated fraud case<br>tracking services.                                   | 0% of fraud cases<br>tracked using integrated<br>fraud case tacking<br>services            | Increase to 100% of<br>fraud cases tracked<br>using integrated fraud<br>case tacking services |  |
| 2007 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Productivity                               | Percentage of non-<br>immigrant visa application<br>forms submitted in<br>machine-readable format.   | 48% of all non-immigrant visa applications submitted in machine readable format            | Increase to 55%   |  |
| 2007 | Technology                         | Information and<br>Data                     | External Data<br>Sharing                   | Percentage of visa issuance data provided to border security agencies each day.  | 100% visa issuance data shared with border security agencies.                              | Maintain at 100%  |  |
| 2007 | Technology                         | Reliability and<br>Availability             | Availability                               | Percentage availability of<br>Consular Consolidated<br>Database  | 99.9% availability   | Maintain at 99.9%   |  |
| 2008 | Customer<br>Results                | Service<br>Coverage                         | New Customers<br>and Market<br>Penetration | Number of languages supported on electronic visa application forms web site.   | Eight languages supported.   | Maintain support for eight languages.   |  |
| 2008 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security   | Percentage of visa issuing sites collecting ten fingerprints for US VISIT check.   | 75% of immigrant visa issuing sites collecting ten fingerprints                            | Increase to 100% of visa issuing sites  |  |

| 2008 | Mission and<br>Business<br>Results | Homeland<br>Security                        | Border and<br>Transportation<br>Security | Percentage of non-BCC visa issuing sites collecting expanded biometric identifiers                 | 100% collection of biometric identifiers.  | Maintain at 100%  |  |
|------|------------------------------------|---|--|--|--|---|--|
| 2008 | Mission and<br>Business<br>Results | Information and<br>Technology<br>Management | IT Infrastructure<br>Maintenance         | Percentage of consular sites receiving technology upgrades.  | have technology  | Maintain at least 28%<br>technology refresh<br>rate                             |  |
| 2008 | Mission and<br>Business<br>Results | Workforce<br>Management                     | Training and<br>Employment               | Percentage of consular sites visited for refresh training.   | 66% of consular sites visited each year for refresh training on consular automated systems | Maintain at least 66%<br>training refresh rate<br>for consular site<br>training |  |
| 2008 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Efficiency                               | Percentage of DV lottery applications submitted electronically.                                    | 100% DV applications submitted electronically.   | Maintain at 100%  |  |
| 2008 | Processes and<br>Activities        | Productivity and<br>Efficiency              | Productivity                             | Percentage of non-<br>immigrant visa application<br>forms submitted in<br>machine-readable format. | 55% of all non-immigrant visa applications submitted in machine readable format            | Increase to 60%   |  |

## I.E. Security and Privacy

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system/s.

Please respond to the questions below and verify the system owner took the following actions:

- 1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment:
  - a. If "yes," provide the "Percentage IT Security" for the budget year:

or part of this investment.

- 2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting
- 5. Have any weaknesses related to any of the systems part of or supporting this investment been identified by the agency or IG?

a. If "yes," have those weaknesses been incorporated agency's plan of action and milestone process?

15

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

## I.F. Enterprise Architecture (EA)

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

Yes

- a. If "no," please explain why?
- 2. Is this investment included in the agency's EA Transition Strategy?

Yes

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA The CSVA Assessment.

project is included in the Bureau of Consular Affairs (CA) target enterprise architecture and the CA Information Technology Plan (ITP) (CA's EA transition strategy). The CA target EA (application layer) was approved in May 2006 and approval of the CA ITP is forecast for August 2006; both approvals

are subsequent to submission of the department's EA selfassessment in February 2006.

# b. If "no," please explain why?

## 3. Service Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

| Agency<br>Component Name         | Agency Component Description  | Service<br>Domain       | FEA SRM<br>Service Type         | FEA SRM<br>Component             | FEA Service<br>Component<br>Reused Name | FEA Service<br>Component<br>Reused UPI | Internal<br>or<br>External<br>Reuse? | BY Funding<br>Percentage |
|----------------------------------|---|-------------------------|---------------------------------|----------------------------------|---|--|--------------------------------------|--------------------------|
| Property / Asset<br>Management   | Support the identification, planning and allocation of an organization's physical capital and resources   | Back Office<br>Services | Asset / Materials<br>Management | Property / Asset<br>Management   |   |  | No Reuse                             | 1                        |
| Data Classification              | Allow the classification of data  | Back Office<br>Services | Data<br>Management              | Data<br>Classification           |   |  | No Reuse                             | 1                        |
| Data Cleansing                   | Support the removal of incorrect or unnecessary characters and data from a data source  | Back Office<br>Services | Data<br>Management              | Data Cleansing                   |   |  | No Reuse                             | 1                        |
| Data Exchange                    | Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered | Back Office<br>Services | Data<br>Management              | Data Exchange                    |   |  | External                             | 3                        |
| Data Mart (New DoS<br>Service)   | Support a subset of a data warehouse for a single department or function within an organization   | Back Office<br>Services | Data<br>Management              | Data Mart                        |   |  | No Reuse                             | 3                        |
| Data Recovery                    | Support the restoration and stabilization of data sets to a consistent, desired state   | Back Office<br>Services | Data<br>Management              | Data Recovery                    |   |  | No Reuse                             | 1                        |
| Data Warehouse                   | Support the archiving and storage of large volumes of data  | Back Office<br>Services | Data<br>Management              | Data Warehouse                   |   |  | No Reuse                             | 3                        |
| Extraction and<br>Transformation | Support the manipulation and change of data   | Back Office<br>Services | Data<br>Management              | Extraction and<br>Transformation |   |  | No Reuse                             | 1                        |
| Loading and<br>Archiving         | Support the population of a data source with external data  | Back Office<br>Services | Data<br>Management              | Loading and<br>Archiving         |   |  | No Reuse                             | 1                        |
| Data Integration                 | Support the organization of data from separate data sources into a single source  | Back Office<br>Services | Development and Integration     | Data Integration                 |   |  | No Reuse                             | 1                        |

| Т.   |  |                                    |                             |  |  |          |    |
|--|--|------------------------------------|-----------------------------|--|--|----------|----|
|  | using middleware or application integration as well as the modification of system data models to capture new information within a single system                |                                    |                             |  |  |          |    |
| Enterprise<br>Application<br>Integration             | Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules                                   | Back Office<br>Services            | Development and Integration | Enterprise<br>Application<br>Integration |  | No Reuse | 3  |
| Instrumentation and<br>Testing                       | Support the validation of application or system capabilities and requirements  | Back Office<br>Services            | Development and Integration | Instrumentation and Testing              |  | No Reuse | 4  |
| Legacy Integration                                   | Support the communication between newer generation hardware/software applications and the previous, major generation of hardware/software applications         | Back Office<br>Services            | Development and Integration | Legacy<br>Integration                    |  | No Reuse | 3  |
| Software<br>Development                              | Support the creation of both graphical and process application or system software  | Back Office<br>Services            | Development and Integration | Software<br>Development                  |  | No Reuse | 10 |
| Education / Training                                 | Support the active building of employee competencies, to include the range of training from professional development to general awareness training             | Back Office<br>Services            | Human<br>Resources          | Education /<br>Training                  |  | No Reuse | 10 |
| Data Mining  | Provide for the efficient discovery of non-<br>obvious, valuable patterns and relationships<br>within a large collection of data                               | Business<br>Analytical<br>Services | Knowledge<br>Discovery      | Data Mining                              |  | No Reuse | 2  |
| Modeling (New DoS<br>Service)                        | Develop descriptions to adequately explaim<br>relevant data for the purpose of predictio,<br>pattern detection, exploration or general<br>organization of data | Business<br>Analytical<br>Services | Knowledge<br>Discovery      | Modeling                                 |  | No Reuse | 1  |
| Ad Hoc   | Support the use of dynamic reports on an as needed basis   | Business<br>Analytical<br>Services | Reporting                   | Ad Hoc                                   |  | No Reuse | 1  |
| OLAP (New DoS<br>Service)                            | Support the analysis of information that has been summarized into multidimensional views and hierarchies   | Business<br>Analytical<br>Services | Reporting                   | OLAP                                     |  | No Reuse | 1  |
| Standardized /<br>Canned                             | Support the use of pre-conceived or pre-<br>written reports  | Business<br>Analytical<br>Services | Reporting                   | Standardized /<br>Canned                 |  | No Reuse | 1  |
| Change<br>Management (New<br>DoS Service)            | Control the process for updates or modifications to the existing documents, software or business processes of an organization                                  | Business<br>Management<br>Services | Management of Processes     | Change<br>Management                     |  | No Reuse | 1  |
| Configuration<br>Management (New<br>DoS Service)     | Control the hardware and software environments, as well as documents of an organization  | Business<br>Management<br>Services | Management of<br>Processes  | Configuration<br>Management              |  | No Reuse | 1  |
| Program / Project<br>Management (New<br>DoS Service) | Manage and control a particular effort of an organization  | Business<br>Management<br>Services | Management of<br>Processes  | Program / Project<br>Management          |  | Internal | 2  |
| Quality<br>Management (New<br>DoS Service)           | Help determine the level that a product or service satisfies certain requirements  | Business<br>Management<br>Services | Management of Processes     | Quality<br>Management                    |  | No Reuse | 2  |

|  |  | <b>-</b> .                         |  |                                       |          |   |
|--|--|------------------------------------|--|---------------------------------------|----------|---|
| Requirements<br>Management (New<br>DoS Service)      | Gather, analyze and fulfill the needs and prerequisites of an organization's efforts   | Business<br>Management<br>Services | Management of<br>Processes             | Requirements<br>Management            | No Reuse | 2 |
| Reservations / Registration (New DoS Service)        | Allow electronic enrollment and confirmations for services   | Customer<br>Services               | Customer<br>Initiated<br>Assistance    | Reservations /<br>Registration        | No Reuse | 1 |
| Self-Service (New<br>DoS Service)                    | Allow an organization's customers to sign up for a particular service at their own initiative  | Customer<br>Services               | Customer<br>Initiated<br>Assistance    | Self-Service                          | No Reuse | 1 |
| Subscriptions  |  | Customer<br>Services               | Customer<br>Preferences                | Subscriptions                         | No Reuse | 1 |
| Contact and Profile<br>Management                    | Provide a comprehensive view of all customer interactions, including calls, email, correspondence and meetings; also provides for the maintenance of a customer's account, business and personal information | Customer<br>Services               | Customer<br>Relationship<br>Management | Contact and<br>Profile<br>Management  | No Reuse | 1 |
| Content Authoring                                    | Allow for the creation of tutorials, CBT courseware, web sites, CD-ROMs and other interactive programs   | Digital Asset<br>Services          | Content<br>Management                  | Content<br>Authoring                  | No Reuse | 1 |
| Content Publishing and Delivery                      | Allow for the propogation of interactive programs  | Digital Asset<br>Services          | Content<br>Management                  | Content<br>Publishing and<br>Delivery | No Reuse | 1 |
| Content Review and<br>Approval                       |  | Digital Asset<br>Services          | Content<br>Management                  | Content Review and Approval           | No Reuse | 1 |
| Tagging and<br>Aggregation                           | Support the identification of specific content within a larger set of content for collection and summarization   | Digital Asset<br>Services          | Content<br>Management                  | Tagging and<br>Aggregation            | No Reuse | 1 |
| Document Imaging and OCR                             |  | Digital Asset<br>Services          | Document<br>Management                 | Document<br>Imaging and OCR           | No Reuse | 1 |
| Document<br>Referencing                              |  | Digital Asset<br>Services          | Document<br>Management                 | Document<br>Referencing               | No Reuse | 1 |
| Document Review<br>and Approval (New<br>DoS Service) |  | Digital Asset<br>Services          | Document<br>Management                 | Document Review and Approval          | No Reuse | 1 |
| Library / Storage<br>(New DoS Service)               | Support document and data warehousing and archiving  | Digital Asset<br>Services          | Document<br>Management                 | Library / Storage                     | No Reuse | 1 |
| Categorization                                       |  | Digital Asset<br>Services          | Knowledge<br>Management                | Categorization                        | No Reuse | 1 |
| Information<br>Mapping /<br>Taxonomy                 | Support the creation and maintenance of relationships between data entities, naming standards and categorization   | Digital Asset<br>Services          | Knowledge<br>Management                | Information<br>Mapping /<br>Taxonomy  | No Reuse | 1 |
| Information<br>Retrieval                             |  | Digital Asset<br>Services          | Knowledge<br>Management                | Information<br>Retrieval              | No Reuse | 1 |
| Information Sharing<br>(New DoS Service)             | Support the use of documents and data in a multi-user environment for use by an organization and its stakeholders  | Digital Asset<br>Services          | Knowledge<br>Management                | Information<br>Sharing                | No Reuse | 1 |
| Knowledge Capture                                    | Facilitate collection of data and information  | Digital Asset                      | Knowledge                              | Knowledge                             | No Reuse | 1 |

|  |   | Services                          | Management               | Capture                                   |          |   |
|--|---|-----------------------------------|--------------------------|---|----------|---|
| Knowledge<br>Distribution and<br>Delivery (New DoS<br>Service) | Support the transfer of knowledge to the end customer.  | Digital Asset<br>Services         | Knowledge<br>Management  | Knowledge<br>Distribution and<br>Delivery | No Reuse | 1 |
| Knowledge<br>Engineering (New<br>DoS Service)                  | Support the translation of knowledge from an expert into the knowledge base of an expert system   | Digital Asset<br>Services         | Knowledge<br>Management  | Knowledge<br>Engineering                  | No Reuse | 1 |
| Document<br>Classification                                     | Support the categorization of documents and artifacts, both electronic and physical   | Digital Asset<br>Services         | Records<br>Management    | Document<br>Classification                | No Reuse | 1 |
| Document<br>Retirement   | Support the termination or cancellation of documents and artifacts used by an organization and its stakeholders   | Digital Asset<br>Services         | Records<br>Management    | Document<br>Retirement                    | No Reuse | 1 |
| Record Linking /<br>Association                                | Support the correlation between logical data and information sets   | Digital Asset<br>Services         | Records<br>Management    | Record Linking /<br>Association           | No Reuse | 1 |
| Case Management<br>(New DoS Service)                           | Manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers            | Process<br>Automation<br>Services | Tracking and<br>Workflow | Case<br>Management                        | No Reuse | 2 |
| Process Tracking<br>(New DoS Service)                          | Allow the monitoring of activities within the business cycle  | Process<br>Automation<br>Services | Tracking and<br>Workflow | Process Tracking                          | No Reuse | 2 |
| Forms Modification<br>(New DoS Service)                        | Support the maintenance of electronic or physical forms, templates and their respective elements and fields   | Support<br>Services               | Collaboration            | Document Library                          | Internal | 1 |
| Messaging and<br>Email Services                                | The set of capabilities that support keyboard conferencing and the electronic exchange of messages, record traffic, correspondence, documents, or other information over a network or the Internet                  | Support<br>Services               | Communication            | NEW                                       | Internal | 0 |
| Video<br>Teleconferencing<br>Services                          | The set of capabilities that support video and audio communications sessions, that may also include graphics and data exchange, among people who are geographically dispersed                                       | Support<br>Services               | Communication            | NEW                                       | Internal | 0 |
| Classification   | Support selection and retrieval of records organized by shared characteristics in content or context  | Support<br>Services               | Search                   | Classification                            | No Reuse | 1 |
| Pattern Matching<br>(New DoS Service)                          | Support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context   | Support<br>Services               | Search                   | Pattern Matching                          | No Reuse | 1 |
| Query  | Support retrieval of records that satisfy specific query selection criteria   | Support<br>Services               | Search                   | Query                                     | No Reuse | 1 |
| Security Services  | Process to include appropriate policies, executed to maintain the integrity of the organization's information security layers (i.e. confidentiality, integrity, access control, non-repudiation, identification and | Support<br>Services               | Security<br>Management   | Access Control                            | No Reuse | 1 |

|  | and and a standard an |                     |                        |  |  |          |   |
|--|--|---------------------|------------------------|--|--|----------|---|
|  | authentication, audit, and system availability.)   |                     |                        |  |  |          |   |
| Security Services                              | Process to include appropriate policies, executed to maintain the integrity of the organization's information security layers (i.e. confidentiality, integrity, access control, non-repudiation, identification and authentication, audit, and system availability.)   | Support<br>Services | Security<br>Management | Audit Trail<br>Capture and<br>Analysis |  | No Reuse | 1 |
| Security Services                              | Process to include appropriate policies, executed to maintain the integrity of the organization's information security layers (i.e. confidentiality, integrity, access control, non-repudiation, identification and authentication, audit, and system availability.)   | Support<br>Services | Security<br>Management | Identification and<br>Authentication   |  | No Reuse | 1 |
| Information<br>Security Training               | A process created to inform and educate end users and IT professionals of the organization's security policies.  | Support<br>Services | Security<br>Management | NEW                                    |  | Internal | 1 |
| Continuity of Operations                       | The execution of contingency plans for operations during crisis, unforeseen circumstances, or disruptions in normal day-to-day operations.   | Support<br>Services | Security<br>Management | NEW                                    |  | No Reuse | 1 |
| Certification and<br>Accreditation             | A process by which agencies periodically: (i) assess the risk resulting from the operation of its systems; (ii) test and evaluate the security controls in those systems to determine control effectiveness and system vulnerabilities; and (iii) assess the information security programs supporting those systems.   | Support<br>Services | Security<br>Management | NEW                                    |  | Internal | 1 |
| Security Reporting                             | A process to collect, record, analyze and evaluate relevant security information, in order to inform managers and executives about the organization's security risks, position and compliance.   | Support<br>Services | Security<br>Management | NEW                                    |  | Internal | 1 |
| License<br>Management (New<br>DoS Service)     | Support the purchase, upgrade and tracking of legal usage contracts for system software and applications   | Support<br>Services | Systems<br>Management  | License<br>Management                  |  | Internal | 1 |
| Remote Systems<br>Control (New DoS<br>Service) | Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment   | Support<br>Services | Systems<br>Management  | Remote Systems<br>Control              |  | No Reuse | 1 |
| Software<br>Distribution (New<br>DoS Service)  | Support the propagation, installation and upgrade of written computer programs, applications and components  | Support<br>Services | Systems<br>Management  | Software<br>Distribution               |  | Internal | 1 |

Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

## 4. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

| FEA SRM Component               | FEA TRM Service Area | FEA TRM Service<br>Category | FEA TRM Service Standard | Service Specification (i.e. vendor or product name) |
|---------------------------------|----------------------|-----------------------------|--------------------------|---|
| Software Development            | Component Framework  | Business Logic              | Platform Dependent       | C-Sharp (C#)  |
| Software Development            | Component Framework  | Business Logic              | Platform Dependent       | VB Script   |
| Software Development            | Component Framework  | Business Logic              | Platform Dependent       | Visual Basic  |
| Software Development            | Component Framework  | Business Logic              | Platform Dependent       | Visual Basic .Net (VB.Net)                          |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | Business Process Execution Language (BPEL)          |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | C, C++  |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | Java Portlet API                                    |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | Java Servlet  |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | JavaScript  |
| Software Development            | Component Framework  | Business Logic              | Platform Independent     | WSRP  |
| Data Exchange                   | Component Framework  | Data Interchange            | Data Exchange            | SOAP  |
| Data Exchange                   | Component Framework  | Data Interchange            | Data Exchange            | Web Services User Interface (WSUI)                  |
| Data Exchange                   | Component Framework  | Data Interchange            | Data Exchange            | XMI   |
| Data Exchange                   | Component Framework  | Data Interchange            | Data Exchange            | XML   |
| Data Exchange                   | Component Framework  | Data Management             | Database Connectivity    | Active Data Objects (ADO)                           |
| Data Exchange                   | Component Framework  | Data Management             | Database Connectivity    | Active Data Objects .Net (ADO.Net)                  |
| Data Exchange                   | Component Framework  | Data Management             | Database Connectivity    | Java Database Connectivity (JDBC)                   |
| Data Exchange                   | Component Framework  | Data Management             | Database Connectivity    | Open Database Connectivity (ODBC)                   |
| OLAP                            | Component Framework  | Data Management             | Reporting and Analysis   | Online Analytical Processing (OLAP)                 |
| Standardized / Canned           | Component Framework  | Data Management             | Reporting and Analysis   | XBRL  |
| Standardized / Canned           | Component Framework  | Data Management             | Reporting and Analysis   | XML for Analysis                                    |
| Content Publishing and Delivery | Component Framework  | Presentation / Interface    | Content Rendering        | Cascading Style Sheet                               |
| Content Publishing and Delivery | Component Framework  | Presentation / Interface    | Content Rendering        | Dynamic HTML (DHTML)                                |
| Content Publishing and          | Component Framework  | Presentation / Interface    | Content Rendering        | Extensible HTML (XHTML)                             |

| Delivery                             |                             |                          |                                   |  |
|--------------------------------------|-----------------------------|--------------------------|-----------------------------------|--|
| Content Publishing and Delivery      | Component Framework         | Presentation / Interface | Dynamic Server-Side Display       | Active Server Pages .Net (ASP.Net)                   |
| Content Publishing and Delivery      | Component Framework         | Presentation / Interface | Dynamic Server-Side Display       | Java Server Pages (JSP)                              |
| Content Publishing and<br>Delivery   | Component Framework         | Presentation / Interface | Static Display                    | Hyper Text Markup Language (HTML)                    |
| Access Control                       | Component Framework         | Security                 | Certificates / Digital Signatures | Digital Certificate Authentication                   |
| Access Control                       | Component Framework         | Security                 | Certificates / Digital Signatures | FIPS 186   |
| Access Control                       | Component Framework         | Security                 | Certificates / Digital Signatures | Secure Sockets Layer (SSL)                           |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | AES  |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Secure Multipurpose Internet Mail Extension (S/MIME) |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Secure Shell (SSH)                                   |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Security Assertion Markup Language (SAML)            |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Simple Key Management Protocol (SKIP)                |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Transport Layer Security (TLS)                       |
| Cryptography                         | Component Framework         | Security                 | Supporting Security Services      | Web Services Security (WSS)                          |
| Email                                | Service Access and Delivery | Access Channels          | Collaboration / Communications    | Electronic Mail (E-mail)                             |
| Threaded Discussions                 | Service Access and Delivery | Access Channels          | Collaboration /<br>Communications | Facsimile (Fax)                                      |
| Data Exchange                        | Service Access and Delivery | Access Channels          | Other Electronic Channels         | System to System                                     |
| Enterprise Application Integration   | Service Access and Delivery | Access Channels          | Other Electronic Channels         | Uniform Resource Locator (URL)                       |
| Content Publishing and<br>Delivery   | Service Access and Delivery | Access Channels          | Web Browser                       | Internet Explorer                                    |
| Access Control                       | Service Access and Delivery | Access Channels          | Wireless / PDA                    | Blackberry   |
| Access Control                       | Service Access and Delivery | Access Channels          | Wireless / PDA                    | Java OS/J2ME   |
| Access Control                       | Service Access and Delivery | Access Channels          | Wireless / PDA                    | Palm Operating System                                |
| Access Control                       | Service Access and Delivery | Access Channels          | Wireless / PDA                    | Pocket PC  |
| Access Control                       | Service Access and Delivery | Access Channels          | Wireless / PDA                    | Windows CE   |
| Information Sharing                  | Service Access and Delivery | Service Requirements     | Hosting                           | External (ISP/ASP/FirstGov)                          |
| Information Sharing                  | Service Access and Delivery | Service Requirements     | Hosting                           | Internal (within Agency)                             |
| Content Publishing and<br>Delivery   | Service Access and Delivery | Service Requirements     | Legislative / Compliance          | Section 508  |
| Access Control                       | Service Access and Delivery | Service Requirements     | Legislative / Compliance          | Security   |
| Identification and<br>Authentication | Service Access and Delivery | Service Requirements     | Legislative / Compliance          | Web Content Accessibility                            |
| Data Exchange                        | Service Access and Delivery | Service Transport        | Service Transport                 | Hyper Text Transfer Protocol (HTTP)                  |
| Data Exchange                        | Service Access and Delivery | Service Transport        | Service Transport                 | Hyper Text Transfer Protocol Secure (HTTPS)          |
| Data Exchange                        | Service Access and Delivery | Service Transport        | Service Transport                 | Internet Protocol (IP)                               |
| Data Exchange                        | Service Access and Delivery | Service Transport        | Service Transport                 | IP Security (IPSEC)                                  |
| Data Exchange                        | Service Access and Delivery | Service Transport        | Service Transport                 | Transport Control Protocol (TCP)                     |

| Data Exchange                         | Service Access and Delivery       | Service Transport | Service Transport                  | UPD  |
|---------------------------------------|-----------------------------------|-------------------|------------------------------------|--|
| Data Exchange                         | Service Access and Delivery       | Service Transport | Service Transport                  | Wireless Application Protocol (WAP)                                    |
| Enterprise Application Integration    | Service Access and Delivery       | Service Transport | Supporting Network Services        | Directory Services (X.500)   |
| Enterprise Application Integration    | Service Access and Delivery       | Service Transport | Supporting Network Services        | Domain Name System (DNS)   |
| Enterprise Application Integration    | Service Access and Delivery       | Service Transport | Supporting Network Services        | Dynamic Host Configuration Protocol (DHCP)                             |
| Data Exchange                         | Service Access and Delivery       | Service Transport | Supporting Network Services        | File Transfer Protocol (FTP)   |
| Video Conferencing                    | Service Access and Delivery       | Service Transport | Supporting Network Services        | H.323  |
| Email                                 | Service Access and Delivery       | Service Transport | Supporting Network Services        | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3)      |
| Data Exchange                         | Service Access and Delivery       | Service Transport | Supporting Network Services        | LDAP   |
| Email                                 | Service Access and Delivery       | Service Transport | Supporting Network Services        | Simple Mail Transfer Protocol (SMTP)                                   |
| Data Exchange                         | Service Access and Delivery       | Service Transport | Supporting Network Services        | Simple Network Management Protocol (SNMP)                              |
| Enterprise Application Integration    | Service Interface and Integration | Integration       | Enterprise Application Integration | Business Process Management/Message Queuing                            |
| Enterprise Application Integration    | Service Interface and Integration | Integration       | Enterprise Application Integration | Data Transformation  |
| Enterprise Application Integration    | Service Interface and Integration | Integration       | Enterprise Application Integration | Load Balancing   |
| Enterprise Application Integration    | Service Interface and Integration | Integration       | Enterprise Application Integration | MS Active Directory  |
| Enterprise Application<br>Integration | Service Interface and Integration | Integration       | Enterprise Application Integration | Web Services   |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Database Access: ISQL/w  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Database Access: NET8  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Database Access: PL/SQL  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Message Queuing  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Object Request Broker (ORB): Common Object Model (COM)                 |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Object Request Broker (ORB): Component Object Model + (COM+)           |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Object Request Broker (ORB): Distributed Component Object Model (DCOM) |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Remote Procedure Call (RPC)  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | SQL  |
| Data Integration                      | Service Interface and Integration | Integration       | Middleware                         | Transaction Processing Monitor   |

|                                       | Sarvice Interfere and                  |                              |                                 |  |
|---------------------------------------|--|------------------------------|---------------------------------|--|
| Software Development                  | Service Interface and Integration      | Interface                    | Service Description / Interface | Application Program Interface (API) / Protocol         |
| Software Development                  | Service Interface and Integration      | Interface                    | Service Description / Interface | Web Services Description Language (WSDL)               |
| Enterprise Application<br>Integration | Service Interface and Integration      | Interface                    | Service Discovery               | Universal Description Discovery and Integration (UDDI) |
| Data Classification                   | Service Interface and Integration      | Interoperability             | Data Format / Classification    | Extensible Markup Language (XML)                       |
| Data Classification                   | Service Interface and Integration      | Interoperability             | Data Format / Classification    | XML Linking Language (XLINK)                           |
| Data Exchange                         | Service Interface and Integration      | Interoperability             | Data Transformation             | Extensible Style Sheet Language Transformation (XSLT)  |
| Pattern Matching                      | Service Interface and Integration      | Interoperability             | Data Types / Validation         | Document Type Definition (DTD)                         |
| Pattern Matching                      | Service Interface and Integration      | Interoperability             | Data Types / Validation         | XML Schema   |
| Case Management                       | Service Platform and<br>Infrastructure | Database / Storage           | Database                        | MS SQL Server  |
| Case Management                       | Service Platform and<br>Infrastructure | Database / Storage           | Database                        | Oracle   |
| Case Management                       | Service Platform and<br>Infrastructure | Database / Storage           | Storage                         | Network-Attached Storage (NAS)                         |
| Case Management                       | Service Platform and<br>Infrastructure | Database / Storage           | Storage                         | Storage Area Network (SAN)                             |
| Information Retrieval                 | Service Platform and<br>Infrastructure | Delivery Servers             | Application Servers             | .Net Framework Server                                  |
| Content Publishing and Delivery       | Service Platform and<br>Infrastructure | Delivery Servers             | Web Servers                     | Apache   |
| Content Publishing and Delivery       | Service Platform and<br>Infrastructure | Delivery Servers             | Web Servers                     | Internet Information Server (IIS)                      |
| Configuration Management              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Local Area Network (LAN)        | Ethernet   |
| Configuration Management              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Local Area Network (LAN)        | Virtual LAN (VLAN)                                     |
| Configuration Management              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Network Devices / Standards     | IP Load Balancer                                       |
| Configuration Management              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Network Devices / Standards     | Network Interface Card (NIC)                           |
| Document Imaging and OCR              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Peripherals                     | Bar Code Scanner/Reader                                |
| Document Imaging and OCR              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Peripherals                     | Digital Camera   |
| Document Imaging and OCR              | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Peripherals                     | Fingerprint Scanner                                    |
| Content Publishing and Delivery       | Service Platform and<br>Infrastructure | Hardware /<br>Infrastructure | Peripherals                     | Printer  |

| Document Imaging and OCR              | Service Platform and<br>Infrastructure | Hardware / Infrastructure | Peripherals                           | Scanner                                   |
|---------------------------------------|--|---------------------------|---------------------------------------|---|
| Configuration Management              | Service Platform and Infrastructure    | Hardware / Infrastructure | Servers / Computers                   | Enterprise Server                         |
| Software Development                  | Service Platform and Infrastructure    | Software Engineering      | Integrated Development Environment    | IBM Websphere                             |
| Software Development                  | Service Platform and Infrastructure    | Software Engineering      | Integrated Development Environment    | Visual Studio                             |
| Software Development                  | Service Platform and<br>Infrastructure | Software Engineering      | Integrated Development<br>Environment | Visual Studio.Net                         |
| Modeling                              | Service Platform and<br>Infrastructure | Software Engineering      | Modeling                              | Business Process Modeling Notation (BPMN) |
| Modeling                              | Service Platform and<br>Infrastructure | Software Engineering      | Modeling                              | IBM Rational Suite                        |
| Modeling                              | Service Platform and<br>Infrastructure | Software Engineering      | Modeling                              | Telelogic System Architect                |
| Modeling                              | Service Platform and<br>Infrastructure | Software Engineering      | Modeling                              | Unified Modeling Language (UML)           |
| Modeling                              | Service Platform and<br>Infrastructure | Software Engineering      | Modeling                              | Workflow Modeler                          |
| Configuration Management              | Service Platform and<br>Infrastructure | Software Engineering      | Software Configuration<br>Management  |   |
| Software Development                  | Service Platform and<br>Infrastructure | Software Engineering      | Software Configuration<br>Management  | IBM Rational Suite                        |
| Configuration Management              | Service Platform and<br>Infrastructure | Software Engineering      | Software Configuration<br>Management  | MS Software Update Services (SUS)         |
| Software Development                  | Service Platform and<br>Infrastructure | Software Engineering      | Software Configuration<br>Management  | SMS                                       |
| Remote Systems Control                | Service Platform and<br>Infrastructure | Software Engineering      | Software Configuration<br>Management  | SMS                                       |
| Instrumentation and Testing           | Service Platform and<br>Infrastructure | Software Engineering      | Test Management                       | IBM Rational Suite                        |
| Software Development                  | Service Platform and<br>Infrastructure | Support Platforms         | Platform Dependent                    | MS .Net Framework                         |
| Enterprise Application<br>Integration | Service Platform and<br>Infrastructure | Support Platforms         | Platform Dependent                    | Windows 2003                              |
| Enterprise Application<br>Integration | Service Platform and<br>Infrastructure | Support Platforms         | Platform Dependent                    | Windows XP                                |
| Enterprise Application<br>Integration | Service Platform and<br>Infrastructure | Support Platforms         | Wireless / Mobile                     | Java 2 Platform Micro Edition (J2ME)      |
| Enterprise Application<br>Integration | Service Platform and<br>Infrastructure | Support Platforms         | Wireless / Mobile                     | Windows CE Platform                       |

Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the

FEA TRM Service Standard, including model or version numbers, as appropriate.

- 5. Will the application leverage existing components and/or Yes applications across the Government (i.e., FirstGov, Pay.Gov, etc)?
  - a. If "yes," please describe.

Yes. All data and files to be passed to external agencies and organizations will be collected in a service area. Centralizing all exchange activity will allow CST to catalogue external agency needs, better evaluate data sharing requests and how to meet them, control data sharing, and plan how to reuse data sharing applications and routines used to interact with the external agencies and organizations and their various offices. Centralized service will also allow CST to see and manage the various means used for sending and receiving data (for example Internet portals, OSIS, etc.). We will continue to evaluate existing and proposed Government wide components and applications to determine if they can be leveraged to support the objectives of this project. External Reuse & Information Sharing: Visa data is shared with numerous other agencies either through direct access to the Consular Consolidated Database (CCD) via OSIS or through data transfer mechanisms for movement of data between agency systems. Specific information sharing/reuse initiatives supported by the CSVA project as identified in the project's SRM table as Data Exchange include: - Receipt of visa petition data from DHS's CLAIMS3 system on a daily basis - Transmission of visa issuance data to DHS (US-VISIT) on a real-time basis - Provide access to visa data to numerous DHS offices (USCIS, CBP, ICE, NTC) - Provide access to security advisory opinion request data to clearance partners (FBI, DHS, CIA) - Joint access/sharing of visa fraud data with DHS (FDNS) (planned for FY07) Note that the funding percentage cited in the SRM is for internal funding for these services. The project does not fund other agency's datasharing initiatives. Internal Reuse & Information Sharing: The CSVA project utilized several DoS internal services to accomplish project initiatives. These services include: - Program/Project Management: e-CPIC IT capital planning tool provided by IRM/IA - Certification & Accreditation: Tools to manage CA input to the C&A process provided by IRM/

Yes

6. Does this investment provide the public with access to a government automated information system?

a. If "yes," does customer access require specific software (e.g., a specific web browser version)?

1. If "yes," provide the specific product name(s) and version number(s) of the required software and the date when the public will be able to access this investment by any software (i.e. to ensure equitable and timely access of government information and services).

Exhibit 300: Part III: For "Operation and Maintenance" investments ONLY (Steady State)

#### III.A. Risk Management

Part III should be completed only for investments which will be in "Operation and Maintenance" (Steady State) in FY 2008, i.e., selected the "Operation and Maintenance" choice in response to Question 6 in Part I, Section A above.

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

Yes

| a. If "yes," what is the date of the plan?  | 8/22/2006 |
|---|-----------|
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | No        |
| c. If "yes," describe any significant changes:  |           |
|   |           |
| 2. If there currently is no plan, will a plan be developed?                                     |           |
| a. If "yes," what is the planned completion date?   |           |
| b. If "no," what is the strategy for managing the risks?  |           |
|   |           |

## III.B. Cost and Schedule Performance

| 1. Was operational analysis conducted?                    | No |
|---|----|
| a. If "yes," provide the date the analysis was completed. |    |
| b. If "yes," what were the results?                       |    |
|   |    |

# c. If "no," please explain why it was not conducted and if there are any plans to conduct operational analysis in the future:

An Operational Analysis process and Guide has been developed and approved within the Department. The process will be used in several pilots during the 4th quarter of FY06 with the incorporation of the process into the Department's capital planning process by the end of the first quarter of FY07. An operation analysis of the CSVA project will be completed by the end of calendar year 2006.